

WEST VIRGNIA INFORMATIONAL LETTER

NO. 26

June, 1984

TO: All Insurance Companies Licensed To Do Business
In The State of West Virginia

This office has noticed that during the last year many companies may not have been maintaining a claims register as required by Code section 33-11-4(10), which says:

“Failure to maintain complaint handling procedures. No insurer shall fail to maintain a complete record of all the complaints which it has received since the date of its last examination under section nine [§ 33-2-9], article two of this chapter. This record shall indicate the total number of complaints, their classification by line of insurance, the nature of each complaint, the disposition of these complaints, and the time it took to process each complaint. For purposes of this subsection, “complaint” shall mean any written communication primarily expressing a grievance.”

This office will initiate appropriate action where it finds non-compliance with this Code section.

Richard G. Shaw
Insurance Commissioner